



2005 ANNUAL REPORT



VA North Texas Health Care System



VA North Texas Health Care System, the 7th largest in the VA system, is a health care system of excellence and choice, consisting of Dallas VA Medical Center, Sam Rayburn Memorial Veterans Center in Bonham and Fort Worth Outpatient Clinic. The mission of VANTHCS is to honor America's veterans by providing exceptional health care that improves their health and well-being. It is our vision to be a patient centered integrated health care organization for veterans providing excellence in health care, research, and education; an organization where people choose to work; an active community partner and a back-up for National emergencies.

Education and Training

- UT Southwestern Medical School
 - 575 Resident Physicians and 554 Medical Students rotate through VANTHCS each year
 - 4 Nobel Laureates in Medicine & Basic Sciences
 - Research on Gulf War Syndrome & Agent Orange
 - VANTHCS medical teaching faculty hold academic appointments at UTSW
- Baylor College of Dentistry (8 Residents)
- University of North Texas Health Science Center (PA Students)
- Texas Tech University Health Science Center School of Pharmacy facility on campus
- Over 166 affiliation agreements
- Approximately 2,000 trainees



Research

\$9.7 Million in grants with 325 active research projects accredited by National Committee for Quality Assurance (3 year accreditation received November 2004)

Operation Iraqi Freedom/Operation Enduring Freedom (OIF/OEF). This 3-year \$220,000 grant for the Fort Worth Mental Health Clinic provides outreach services for veterans returning from Iraq and Afghanistan. Treatment is geared toward readjustment and recovery using a combination of education, counseling, and medication for OIF/OEF veterans experiencing PTSD and adjustment disorders, mixed emotions, and behavior disturbances.

Programs of Excellence

- Home Based Primary Care
- Dialysis
- Spinal Cord Injury Center - awarded a 5-year \$3 million grant for a vocational integration program. Of six VAMCs participating across the country, VANTHCS will serve as the coordinating center.

New Customer Service Programs

- Inpatient Greeters
- Restaurant-style pagers for clinic and day surgery patients

Employer of Choice

- Community Center: Child Care Center, Wellness Facility Education Center
- DART E-Pass
- Tuition Support Program
- Retail store with pharmacy



Community Involvement

Bioterrorism Plan

Member of DFW Hospital Council

Member of Dallas County Local Emergency Preparedness Committee

Maintains a Decontamination Program, Decontamination Team and Emergency Response Plan

Our Decontamination team had an unexpected opportunity to test training when hurricanes devastated the Gulf Coast. Five flights brought 222 patients to NAS/JRB Fort Worth from Hurricane Katrina. A few weeks later came Hurricane Rita when 256 patients were flown into Love Field. VANTHCS was one of 17 VA coordinating centers, assisting city and county responders with patient recovery. Over 1,000 patients were treated and 86 displaced employees were detailed to work.



Unique Initiatives

- 1-800 Telephone Numbers: Tele-Nurse/Tele-Rx/Tele-Appointment
- Designated Patient Parking (Controlled/Shuttle/Valet Parking for handicapped patients)
- Employee Greeter/Ambassador Program
- Drive-thru Flu Shots
- Memorial Services

Modernize Facilities

- New 218,000 sq. ft. Fort Worth Outpatient Clinic scheduled to open in 2008

Internal/External Communication

- Increased participation in Employee meetings
- Increased participation in biannual meetings with medical staff
- Implemented an electronic daily bulletin to employees
- Implemented a stakeholder email group
- Enhanced intranet and internet sites
- Increased electronic and paper *Speak to the Director* opportunities
- VANTHCS newsletter, *Venture*

Patient Characteristics

- Average Age: 60
- Users Medicare Eligible: 41% > 65
- 90% Male / 10% Female

Budget/Staffing

- Operating Budget: \$518 million
- Total Staff: 3,360
- Physicians: 222.6 Authorized FTEE
- Physician Assistants/Nurse Practitioners: 82
- Nurses: 604 RNs
- Volunteers: 1,577

Demographics

- VANTHCS serves veterans in 38 North Texas and 2 South Oklahoma counties
- Veteran Population: Approximately 500,000
- Total Patients FY 05: 101,084
- Market Share: 19%

Growth

	FY 97	FY 05	Change
Treated Patients	51,607	101,084	94%
Outpatient Visits	435,069	1,015,805	133%
Inpatient Bed			
Days of Care	86,208	95,588	11%
Employees	2,811	3,532	26%

Beds

Acute Care	280	Domiciliary	264
Psych	51	Psychiatric Residential	
Med	128	Rehabilitation Treatment	
Surg	71	Program (PR RTP)	60
SCI	30	NHCU	229

Total Beds: 833

4 ICUs (40 beds)	2 MRIs
Telemetry Unit (30 beds)	Mobile PET Scanner
12 Operating Rooms	2 Linear Accelerators
SCI (30 beds)	Dialysis Unit (27 beds)

"TO CARE FOR HIM WHO SHALL HAVE BORNE THE BATTLE AND FOR HIS WIDOW AND HIS ORPHAN"

~ ABRAHAM LINCOLN ~